

TELECOMMUNICATIONS SPECIALIST

DEFINITION

To perform a variety of technical work assisting in the maintenance, repair, and installation of telecommunications equipment and related services; to assist with Citywide PBX and telephone voice processing systems; troubleshoot telephone systems, cabling and related devices and equipment; and to perform related duties as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from an assigned supervisor.

ESSENTIAL FUNCTIONS – Functions may include, but are not limited to, the following:

Assist in adding, moving and changing telephone numbers and locations; assist with troubleshooting the ACP Voice Processing System and NEC PBX System(s); assist user departments with office remodels to determine what telephone equipment is needed.

Work with maintenance vendor(s) in resolving issues in a timely manner; assist with programming the Voice Processing and Telephone Systems; assist in maintaining the Call Accounting database and producing reports.

Troubleshoot hardware, software and wiring issues as they relate to the PBX system, phones and related periphery.

Set up, modify, or delete mailboxes and call processors as needed; run and terminate phone wires and cables; install telephones, additional lines and extensions, pull cable and make terminal connections.

Initiate and follow up on voice processing system service work orders for new phones, moves, changes, and repairs; assist in ensuring smooth operation of telephone and voice mail systems and related equipment.

Perform various computer operations such as back up files nightly, maintain and program telephones, logs and records.

Assist in conducting training in the use of citywide voice processing system; prepare and distribute related training and informational materials.

Operate a variety of office equipment including a copier, computer and related software.

Perform database and file archives on this and other computer systems and maintains the archival tape library.

Maintain current knowledge of technological advances in the field of telecommunications; attend and participate in various seminars, training sessions and workshops.

Upload and download files as necessary; monitor computer and associated hardware/software for proper performance; transmit bi-weekly payroll files; verify successful transmissions with banks.

Organize work, set priorities and follow up to ensure coordination and completion of assigned work; keep work related records.

Build and maintain positive working relationships with co-workers, other City employees and the public using principles of good customer services.

Perform other related duties as assigned.

MINIMUM QUALIFICATIONS

Knowledge of:

Principles and applications of voice processing telephone systems and data processing, including mainframe computers and personal computer systems.

Initialization, operating, back up, and restoring procedures.

Modern office practices and procedures; computer equipment and software applications related to assignment.

Basic mathematics.

Principles and practices of customer service.

Basic record keeping techniques.

English usage, spelling, grammar, and punctuation.

Ability to:

Perform a variety of technical work in the maintenance, repair, and installation of telecommunications equipment and related systems.

Learn and implement new programming and other related subjects as they apply to PBX and telecommunication operations; troubleshoot related computer problems.

Operate mainframe, mini and microcomputers related to area of assignment.

Schedule and arrange system maintenance repairs as appropriate.

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Operate data processing equipment such as laser and inkjet printers, magnetic tape cartridge units, mass storage devices, modems, and others.

Prioritize and coordinate several work activities and follow up as required; research, organize, and maintain accurate files and reports.

Work with other MIS staff as part of a team.

Communicate clearly and concisely, both orally and in writing.

Establish and maintain effective working relationships with those contacted in the course of work.

Work with various cultural and ethnic groups in a tactful and effective manner.

Experience and Training

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Experience:

Two years of experience working with PBX and telephone voice processing systems, and multi-tasking mainframe and related data processing equipment.

Training:

Equivalent to the completion of the twelfth grade supplemented by college course work in Information Systems, Computer Science, or a related field.

License or Certificate

Possession of a valid California driver's license.

PHYSICAL DEMANDS

On a continuous basis, sit at desk for long periods of time. Intermittently twist and reach office equipment; bend, squat, climb, kneel, and twist while installing phones, cables and wiring above and below the shoulder; use telephone, use keyboard for extended periods of time; lift up to 50 pounds. See in the normal vision range with or without correction to read typical business documents, computer screens and to distinguish color-coded wires; hear in the normal range with or without correction.

WORKING ENVIRONMENT

Some of the work is performed indoors in a carpeted and air-conditioned office environment with fluorescent lighting and moderate noise level. There is exposure to outside atmospheric conditions, traffic, and noise when conducting field visits. Work is frequently disrupted by the need to respond to in-person and telephone inquiries.

4/05